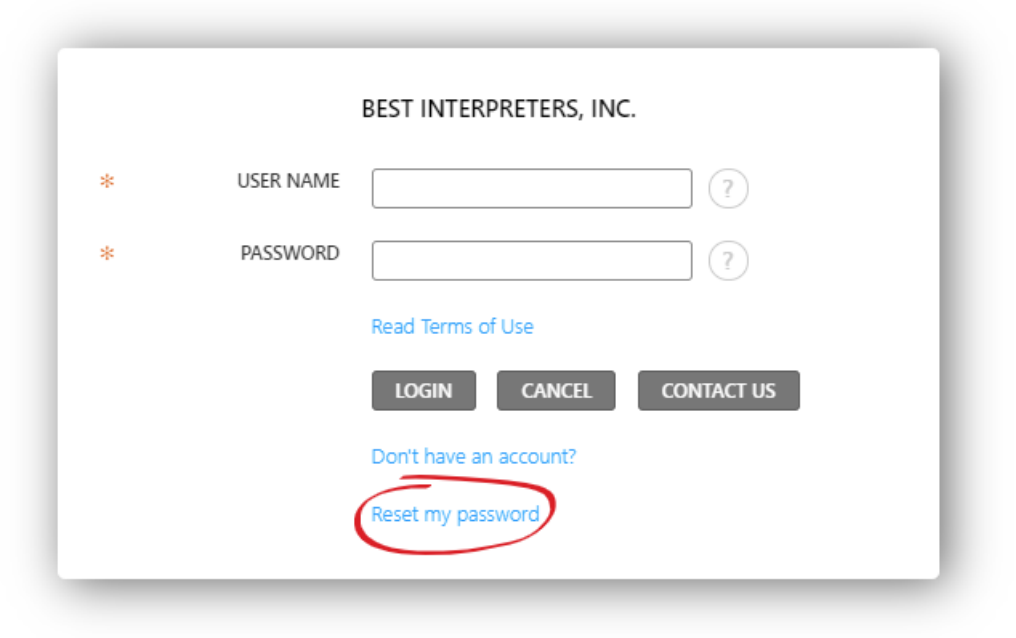
PASSWORD RESET

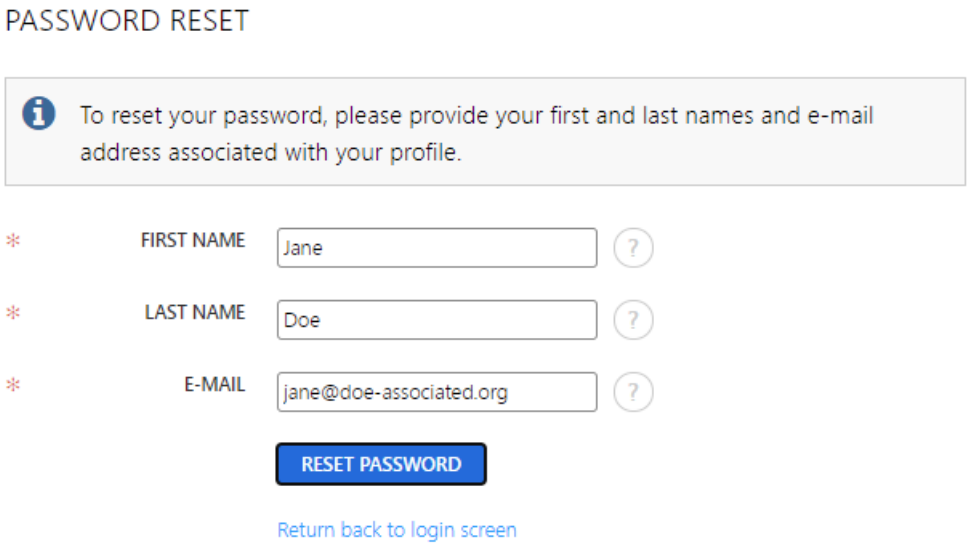
HOW TO RESET MY PASSWORD

To reset your password visit ScheduleInterpreter® portal and click Reset my password link on the bottom of the login prompt.

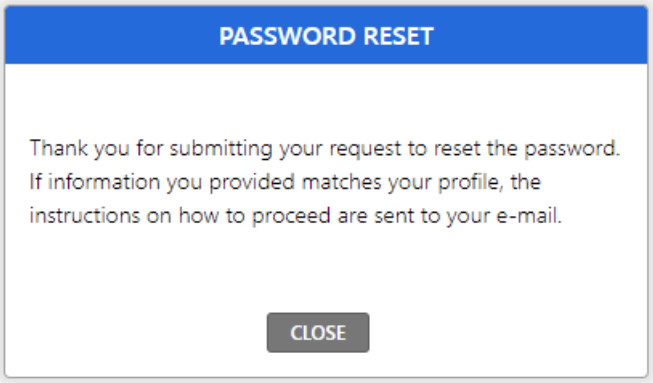


CONTACT DETAILS

When prompted, provide your first and last names, and e-mail address associated with your account in ScheduleInterpreter®, then click RESET PASSWORD button



Wait until the confirmation message is displayed on the screen. You may close your browser and check your mailbox for a message containing further instructions.

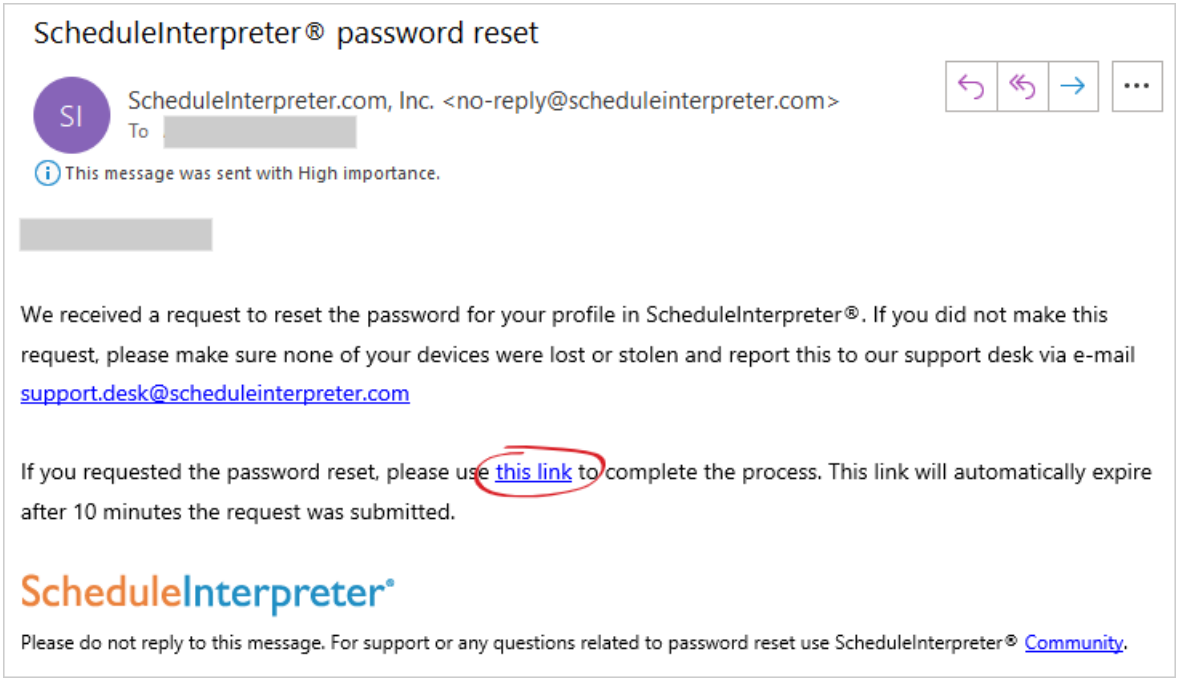


PASSWORD RESET EMAIL

ScheduleInterpreter® will process your request and if your first and last names, and e-mail match your profile, you will receive and e-mail with additional instructions.

> ⚠ Someone with knowledge of your e-mail address, first and last name, can request a password reset on your behalf. Please contact ScheduleInterpreter team immediately at support.desk@scheduleinterpreter.com

The next step is to answer security questions associated with your profile. To continue, click on this link within the e-mail.

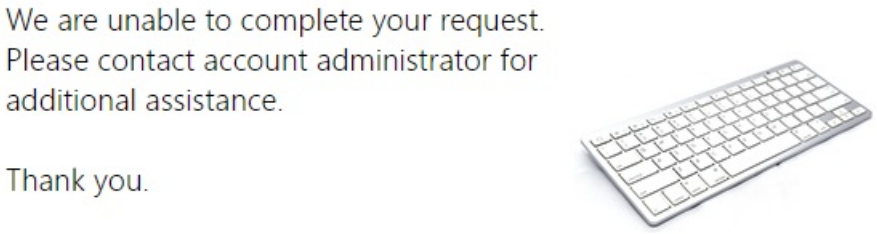


> ℹ To provide additional layer of protection, the link in the e-mail will automatically expire 10 minutes after it was generated.

EXPIRED LINKS OR ERRORS

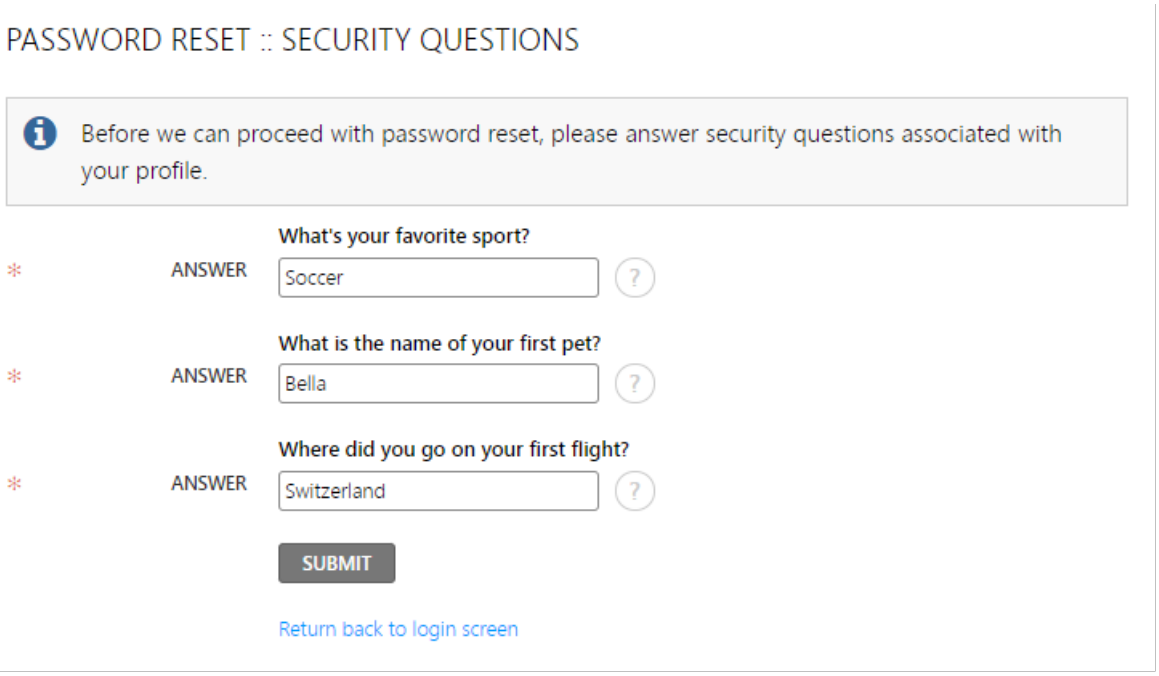
If you were unable to complete the password reset process, ScheduleInterpreter® will display a generic message. For security purpose, the message does not provide any additional information. If you see the message after clicking on the link in your mailbox, you may contact staff or operations team of your account or start new Reset

my password process.



PASSWORD RESET SECURITY QUESTIONS

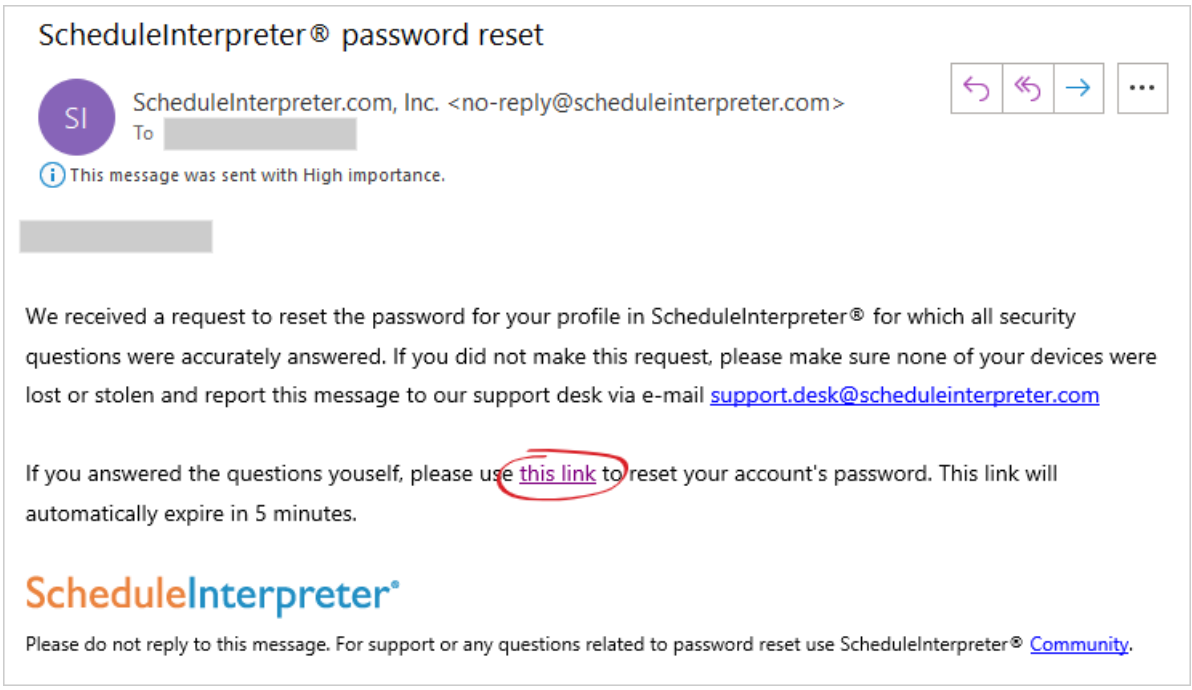
After you click on the link in the e-mail, ScheduleInterpreter® will require you to answer 3 security questions in order to complete the process. When prompted, answer the security questions, then click SUBMIT button.



If your answers contained spaces or other non alphanumeric characters, make sure you provide answers exactly as you entered them into ScheduleInterpreter®.

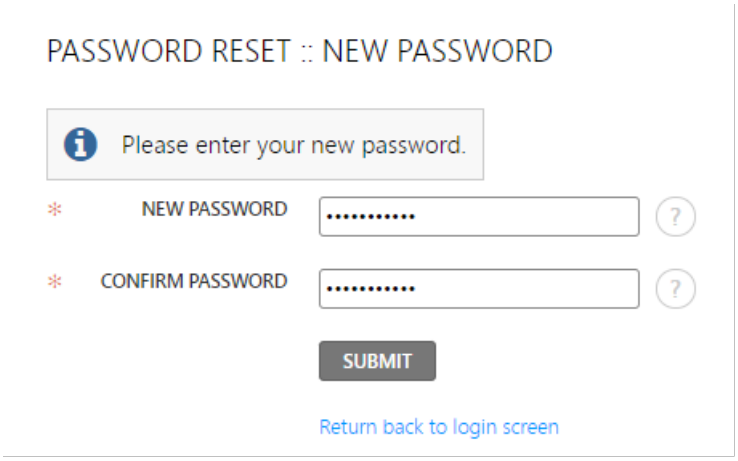
PASSWORD RESET E-MAIL

If all your answers perfectly matched those you provided in your security settings, you will receive an e-mail to complete the process. To continue, click on this link within the e-mail.



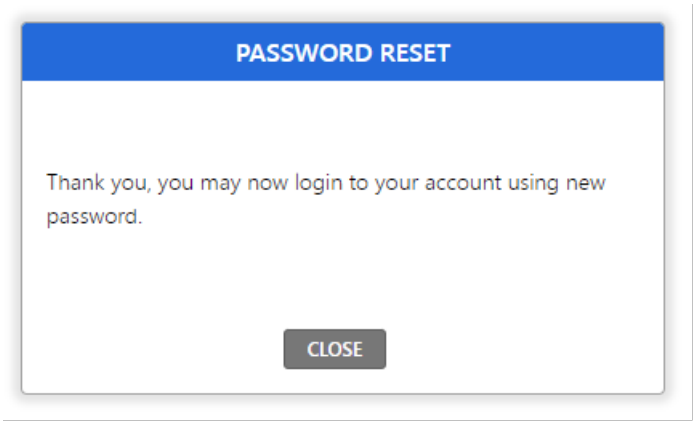
NEW PASSWORD

After you click on the link in the e-mail, ScheduleInterpreter® will require you to enter and confirm your new password. This is the final step to reset your password and gain access to your account. When prompted, provide new password and re-enter it again, for confirmation. Click SUBMIT button to submit it.



Your password link expires after 5 minutes it was generated. Make sure to complete your password reset process promptly.

Wait until the password reset confirmation message is displayed on the screen, then you can log in to your account using your new password.



Use CLOSE button to dismiss the message and click on Return to login screen link.

Revision #17
Created Tue, Sep 14, 2021 4:06 PM by Ana Mehdaova
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